

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL
COMMUNICATION QUEUING
Application No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2614
Docket No.: SBL0001US Confirmation No.: 6841

Austin, Texas
December 31, 2007

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

*Do not Enter
ON
1/16/08* This paper is responsive to the Office Action dated October 30, 2007, having a shortened statutory period expiring on January 30, 2008. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on **page 2** of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks/Arguments begin on **page 7** of this paper.